

MONTGOMERY COUNTY RENTAL SATISFACTION SURVEY

Final TOPLINE

August-October 2009

N=588 Montgomery County tenants (509 mail questionnaires and 79 online.)

Note: All numbers below are percentages. Some columns may not total 100% due to rounding or questions that allowed more than one response. Percentages are calculated on the N reported after each question, which is minus no responses. In addition, percentages in [] are calculated excluding No Opinion responses.

Rental Information

Q.1. How much is the total monthly rent for your unit? (N=586)

1. Less than \$1,000	19.6
2. \$1,000-\$1,500	46.8
3. \$1,501-\$1,750	16.6
4. \$1,751-\$2,000	7.0
5. \$2,000+	10.1

Q.2a. In addition to rent, do you pay monthly for utilities? (N=585)

1. No	30.8
2. Yes	69.2

Q.2b. If you answered yes above, which of the following utilities to you pay for?

(Fill in all that apply.*) (N=404)

1. Electric	25.5
2. Gas/oil	.5
3. Water/sewer	1.2
4. Electric and Gas/oil	14.6
5. Electric and Water/sewer	19.3
6. Gas/oil and Water/sewer	.2
7. All three	38.6

*Categories 4, 5, 6, and 7 were created during data entry to accommodate respondents who selected two or more categories.

Q.3a. How long have you lived in your current rental? (N=585)

1. Less than 1 year	17.4
2. 1-2 years	26.0
3. 3-5 years	27.2
4. 6-9 years	10.4
5. 10 years+	19.0

Q.3b. How many times has your rent increased in your current rental (within the past five years)? (N=572)

1. Never	25.5
2. 1-2 times	32.2
3. 3-4 times	21.0
4. 5 times	14.5
4. 6+ times	6.8

Q.3c. If you answered that your rent increased one time or more, how much was your average annual rent increase? (N=404)

1. 0%-3%	29.0
2. 4%-7%	51.7
3. 8%-12%	14.1
4. 13% to 15%	2.5
5. 16% or more	2.7

Q.4. Prior to your current rental, did you rent in Montgomery County? (N=582)

1. No	49.7
2. Yes	50.3

Please indicate your agreement/disagreement with the statement below by filling in one of the responses.

Q.5. Looking ahead five years from now, I expect that I can continue to afford to pay my rent and live in my current rental. (N=570)

1. Strongly Agree	14.7	[17.3]
2. Agree	27.4	[32.2]
3. Disagree	23.0	[27.0]
4. Strongly Disagree	20.0	[23.5]
5. No Opinion	14.9	—
		(N= 485)

Rental Unit and Landlord Satisfaction

A scale (1-Very Satisfied through 4-Very Dissatisfied) is used to answer questions 6 and 7.
Please circle a number that best represents your response.

Q.6. Overall, how satisfied are you with...

	Very Satisfied 1	Satisfied 2	Dissatisfied 3	Very Dissatisfied 4	No Opinion 5
Q.6a. Your unit	22.9 [24.1]	34.8 [36.4]	25.2 [26.4]	12.5 [13.1]	4.6 (N=584) — (N=557)
Q.6b. Your property/ building	23.1 [24.3]	33.3 [35.1]	25.5 [26.9]	13.0 [13.7]	5.2 (N=577) — (N=547)
Q.6c. Your neighborhood	32.8 [35.5]	29.3 [31.7]	18.4 [19.9]	12.0 [12.9]	7.6 (N=577) — (N=533)
Q.6d. Your landlord/ property manager	27.4 [30.1]	26.8 [29.5]	20.2 [22.2]	16.6 [18.2]	9.1 (N=574) — (N=522)

Q.7. How safe do you feel from crime in...

	Very Safe 1	Safe 2	Unsafe 3	Very Unsafe 4	No Opinion 5
Q.7a. Your property/ building	30.6 [32.7]	32.5 [34.7]	19.3 [20.6]	11.4 [12.1]	6.2 (N=581) — (N=545)
Q.7b. Your parking area/ exterior building surroundings	25.8 [27.3]	31.3 [33.1]	23.8 [25.1]	13.8 [14.5]	5.3 (N=581) — (N=550)
Q.7c. Your neighborhood	24.2 [25.5]	35.3 [37.2]	21.4 [22.6]	14.1 [14.8]	5.0 (N=583) — (N= 554)

Please indicate your agreement/disagreement with the statement below by filling in one of the responses.

Q.8. I am comfortable approaching my landlord/property manager with questions or concerns.

Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	
35.8	45.5	9.4	4.3	5.1	(N=587)
[37.7]	[47.9]	[9.9]	[4.5]	—	(N=557)

Q.9. My property manager/landlord is responsive to my questions and concerns.

Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	
26.1	45.6	14.9	6.5	6.9	(N=583)
[28.0]	[49.0]	[16.0]	[7.0]	—	(N=543)

Q.10. I have not raised concerns, asked questions or complained about a problem to my landlord/property manager for fear of retaliation.

Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	
7.2	12.7	30.5	39.4	10.2	(N=581)
[8.0]	[14.2]	[33.9]	[43.9]	—	(N=522)

Tenant-Landlord Rights & Responsibilities

Q.11. Are you aware of the following Montgomery County Department of Housing and Community Affairs resources:

Q.11a. Landlord Tenant handbook? (N=569)

- | | |
|--------|------|
| 1. No | 60.1 |
| 2. Yes | 39.9 |

Q.11b. Office of Landlord Tenant Affairs? (N=564)

- | | |
|--------|------|
| 1. No | 61.7 |
| 2. Yes | 38.3 |

Q.11c. Commission on Landlord Tenant Affairs, which oversees landlord tenant complaints? (N=564)

- | | |
|--------|------|
| 1. No | 70.7 |
| 2. Yes | 29.3 |

Q.11d. Housing code enforcement investigators who investigate complaints about code violations and perform routine inspections? (N=561)

- | | |
|--------|------|
| 1. No | 59.4 |
| 2. Yes | 40.6 |

Q.12a. Have you personally had an experience that required you to contact the Montgomery County Office of Landlord Tenant Affairs to resolve a problem? (N=573)

- | | |
|--------|------|
| 1. No | 88.3 |
| 2. Yes | 11.7 |

Q.12b. If yes, were you satisfied with the results of that process? (N=63)

- | | |
|--------|------|
| 1. No | 55.6 |
| 2. Yes | 44.4 |

Q.13. Do you agree that you understand both your rights and responsibilities as a tenant and your landlord's rights and responsibilities? (N=562)

1. Understand both tenant's and landlord's rights	50.9
2. Understand neither	21.9
3. Understand my rights and responsibilities as tenant but not landlord's	23.5
4. Understand landlord's rights responsibilities but not mine as tenant	3.7

Issues Affecting Tenants

Q.14. Please rank from 1-5 the issues most important to you (1 being most important, 5 being least important), 6: No Opinion)

	Most Important 1	2	3	4	Least Important 5	No Opinion 6
Q.14a. Current rent affordability	64.1 [65.8]	17.8 [18.3]	8.3 [8.5]	4.7 [4.8]	2.6 [2.7]	2.6 (N=579) — (N=564)
Q.14b. Communication with landlord	31.8 [33.0]	29.2 [30.3]	15.7 [16.3]	13.5 [14.0]	6.2 [6.5]	3.6 (N=579) — (N=558)
Q.14c. Long-term rent affordability	55.1 [56.9]	20.6 [21.2]	9.7 [10.0]	7.4 [7.7]	4.1 [4.3]	3.1 (N=579) — (N=561)
Q.14d. Safety/crime	57.1 [58.3]	19.6 [20.0]	10.2 [10.4]	6.4 [6.5]	4.7 [4.8]	2.1 (N=578) — (N=566)
Q.14e. Other	See Appendix A					

Q.15a. Examples of discrimination include being denied rental, denied lease extension/renewal, charged a higher rent than other tenants, and housing concerns not taken seriously because of your personal characteristics.

In the past ten years, have you ever felt discriminated against by a previous, current or potential landlord/property manager in Montgomery County? (N=583)

1. No	87.0
2. Yes	13.0

Q.15b. If you answered yes above, what was the reason (or reasons) that you felt you were discriminated against? (Fill in all that apply.) (N=66)

1. Race, color, national origin	65.2
2. Religion	2.5
3. Sex	12.1
4. Marital status	9.1
5. Physical or mental disability	12.1
6. Presence of children	7.6
7. Ancestry	3.1
8. Source of income (includes section 8 Housing vouchers)	24.3
9. Sexual orientation	--
10. Age	19.7
11. Gender identity	--

Q.16a. Do any residents in your unit have a physical disability? (N=574)

1. No	70.6
2. Yes	29.4

Q.16b. If you answered yes to the above question, do you consider your unit to be accessible? (N=165)

1. No	24.2
2. Yes	75.8

Demographic information

Q.17. What is your five-digit postal zip code? (Please write in.) (N=566)

1. 20814	7.4	(7.6)**
2. 20874	5.5	(7.9)
3. 20906	9.7	(9.3)
4. 20904	7.9	(11.3)
5. 20910	15.0	(13.3)
6. SW	14.0	(12.8)
7. NE	2.6	(2.0)
8. NW	11.2	(13.0)
9. SE	26.6	(22.7)

**Percentages in this column are based on the actual distribution of Montgomery County rental units by U.S. Postal Zip Codes.

Q.18a. Are there adult members of your household who are not fluent in English? (N=568)

1. No	88.2
2. Yes	11.8

Q.18b. If you answered yes above, please fill in all the languages that apply. (N=65)

1. Spanish	56.7
2. Mandarin Chinese	4.8
3. French	3.0
4. Korean	6.0
5. Other (Please write in.)	37.3 (See Appendix B)

Q.19. For these questions, please write the number on the appropriate line.

Q.19a. How many residents live in your unit? (N=561)

1. One	39.9
2. Two	29.4
3. Three	15.2
4. Four	9.1
5. Five	4.6
6. Six or more	1.8

Q.19b. How many are under age 18? (N=543)

0. Zero	69.8
1. One	16.6
2. Two	9.9
3. Three	3.1
4. Four	--
5. Five	--
6. Six or more	.6

Q.19c. How many are over 65? (N=540)

0. Zero	76.3
1. One	17.2
2. Two	5.6
3. Three	.6
4. Four	.2
5. Five	--
6. Six or more	.2

Q.20. Do you consider yourself to be Hispanic or Latino? (N=578)

1. No	87.0
2. Yes	13.0

Q.21. What is your race? (Fill in all that apply) (N=558)

1. American Indian or Alaska Native	1.1
2. Asian	8.4
3. Black or African American	28.0
4. Native Hawaiian or Other Pacific Islander	.2
5. White	54.7
6. More than one race	4.1
7. Other (Please write in.)	6.8 (See Appendix C)

Q.22. What is your sex? (579)

1. Female	66.1
2. Male	33.9

A1. Language used to complete questionnaire. (N=588)

1. English	95.9
2. Spanish	3.9
3. French	.2
4. Mandarin Chinese	--
5. Korean	--

A2. Mode used to complete questionnaire. (N=588)

1. Mail	86.6
2. Online	13.4